

TO BE COMPLETED BY FACILITY MANAGEMENT:

Name of Person Involved: _____



Date of Incident: _____

Time of Incident: _____

Witness Type (select one): _____

 Associate Customer Other: _____Associate WIN:

Redacted

WITNESS STATEMENTWitness Name: Sophia ElvilesWitness Address:

Redacted

Witness Phone Num:

Redacted

Witness Email: _____

Best time to contact, if needed: _____

Describe in detail what you observed: I was helping a customer on 54 when Stephanie asked me who was on 55 since there was still a transaction going when she another customer came up. The customer & I both told Stephanie that the lady with the child, African American, was on 55 & must have been her. The customer told Stephanie the woman was distracted because her child was upset. I told Stephanie which door the lady went out. Stephanie came back in later & said that she asked a lady on the side walk if maybe her transaction didn't go through but the woman had a receipt for a different transaction.

Were there any physical signs of injury? No Yes (please describe below)not applicable SEWitness Signature: Sophia Elviles Date: 5 15 20

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Witness Type (select one):



Associate

Customer

Other: _____

Associate WIN: _____

Redacted

WITNESS STATEMENT

Witness Name: Sophia Chirius

Witness Address: _____ Redacted _____

Witness Phone Num _____ It. Phone: _____

Witness Email: _____

Best time to contact, if needed: _____

Describe in detail what you observed: Stephanie told me it ~~must~~ couldn't have been the lady she talked to because she had the ~~receipts~~ receipts I told her I was sure of the description maybe there was another lady or we got confused.

Were there any physical signs of injury? No Yes (please describe below)

not applicable SE

Witness Signature: Sophia Chirius Date: 5/15/20

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Associate Customer Other: _____

Associate WIN: _____

WITNESS STATEMENT

Witness Name: Tanya Hoffman

Witness Address: _____

Witness Phone Nu: _____ Redacted

Witness Email: Redacted

Best time to contact, if needed: afternoon

Describe in detail what you observed: A lady came to customer service asking why she was followed outside being accused of stealing. Stephanie apologized to her and told her multiple times she wasn't accusing her that she was going by a cashier and customer's description that a lady was distracted by her child and walked off accidentally without paying. The lady asked what the description was and was mad. Stephanie said African American. She then walked off and said you can just go to hell.

Were there any physical signs of injury? No Yes (please describe below)

not applicable TH

Witness Signature: Tanya Hoffman

Date: 5-15-20

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WITNESS STATEMENT

Witness Name: Tanya Hoffman

Witness Address: _____

Witness Phone: _____ Redacted

Witness Email: _____

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Describe in detail what you observed: A lady came to customer service asking why she was followed outside being accused of stealing. Stephanie apologized to her and told her multiple times she wasn't accusing her that she was going by a cashier and customer's description that a lady was distracted by her child and walked off accidentally without paying. The lady asked what the description was and was mad. Stephanie said African American. She then walked off and said you can just go to hell.

Were there any physical signs of injury? No Yes (please describe below)

not applicable TH

Witness Signature: Tanya Hoffman Date: 5-15-20

5/15/2020

To Whom it may Concern,

I don't remember the date, but I do remember the incident. CSM Stephanie Comes to me (APA Coney) while I was breaking a AP Host at the GR DOORS.

CSM Stephanie stated that one of her Cashiers said a African American lady with 2 children in a toddler shopping cart, did not pay for the merchandise.

Stephanie ask me if I had seen them and the only people fitting that description was on the side walk just passed the Soda-machines.

CSM Stephanie walks up to the lady and asked to see her receipt. Never did Stephanie say anything about stealing, just asked for to see her receipt.

Children was not crying, boyfriend or husband was in a hurry to load the vehicle for some reason. Stephanie looked at her receipt, thanked her then walked back into the store.

Coney Janice Osborne
Loy J. Johnson

The female comes back into store, being loud trying to make a scene.

On 5-9-20 I was called down to the Scan and Go at Grocery side.

There stood a customer yelling that lady in front of me did not pay for items. She had a screaming child in the basket and another one. Customer said she think the screaming child distracted her and he left.

She said she just went out the door.

Customer then stated she had on a black ball cap with Niki symbol and multi color shirt with 2 screaming children on in basket.

So Sophia was there I asked Sophia she gave me the description of black lady with black ball cap on with screaming children just walked out one in basket.

I went to the door and Corey was standing there I asked him did he see the lady that just walked out with 2 children on screaming. He said that lady right there is the only one I seen.

I told him what happened and the description of the lady and he said yes that's gotta be her. I told him to hold on I was going back to Sophie to make sure I had the right description.

I asked

Sophia again. She gave me the same description.

I went back and said to Corey
I think so she matches the description
Corey said if you want to ask her
I will go with you come on.

So we walked up to the customer
and I politely asked the customer
if she had just left the SCS or grocery
side. She said yes why? I asked
her was it possible that she had left
the store up and maybe ~~she~~ thought
the payment went through.

She yelled and said I paid for my
shirt and I don't appreciate you
calling me a thief, I said mom no
customer I never said that at all. I then
pulled out told her that I strongly apologize
her receipt the only reason I asked her was
showed me because the customer and the last
said the lady was black with black
ball cap with symbol and multi color
shirt with child screaming in back
and another child with her.

I told her I was so sorry I
knew that the customer did not
intentionally walk away.

Corey and I walked back into store. I then stated to Corey oh my God alon going to get fired.

He said no Stephanie you didn't do nothing wrong. I said I'm glad you was with me to hear everything.

Then I was at Customer Service upset talking to Tanya and told her OMG I'm so upset I just might loose my job because I listened to Sophia and the customer.

The # at that time the customer walked up to Tanya and said I want a manager right now. She told Tanya that an associate just followed her out the store and accused her of stealing. I then said man that was me I never accused you of stealing at all.

She said can you please explain to me why you asked me.

So I explained to her I first never would have done that that the customer and the host gave the description of and African American woman

She yelled first off I'm not

African American.

I'm black. I said name I'm sorry but I have chicken that are mixed and I call them that when I fill out papers. But I'm sorry about that too.

So then I explained to her that she fit the description of the lady that they said had a screaming child in basket and didn't pay left footed on screen. But did not mean to they knew the lady was trying to tend to her child. She was distracted. I then again apologized to the customer.

Stephanie

P.S.

I seen Corey Queen after this and I told him that she come in he said again don't worry you didn't do nothing wrong I was with you.